



## Communications Status Report for Areas Impacted by Hurricane Irma September 9, 2017

The following is a report on the status of communications services in geographic areas impacted by Hurricane Irma as of September 9, 2017 at 11:00 a.m. EDT. This report incorporates network outage data submitted by communications providers to the Federal Communications Commission's Disaster Information Reporting System (DIRS). DIRS is currently activated for all areas of Puerto Rico and the U.S. Virgin Islands. Note that the operational status of communications services during a disaster may evolve rapidly, and this report represents a snapshot in time. It should also be noted that not all communications providers have reported in DIRS, so some outage information may be missing.

The following counties are in the current geographic area that is covered by the DIRS activation (the "disaster area").

**Puerto Rico:** Adjuntas, Aguada, Aguadilla, Aguas Buenas, Aibonito, Anasco, Arecibo, Arroyo, Barceloneta, Barranquitas, Bayamon, Cabo Rojo, Caguas, Camuy, Canovanas, Carolina, Catano, Cayey, Ceiba, Ciales, Cidra, Coamo, Comerio, Corozal, Culebra, Dorado, Fajardo, Florida, Guanica, Guayama, Guayanilla, Guaynabo, Gurabo, Hatillo, Hormigueros, Humacao, Isabela, Jayuya, Juana Diaz, Juncos, Lajas, Lares, Las Marias, Las Piedras, Loiza, Luquillo, Manati, Maricao, Maunabo, Mayaguez, Moca, Morovis, Naguabo, Naranjito, Orocovis, Patillas, Penuelas, Ponce, Quebradillas, Rincon, Rio Grande, Sabana Grande, Salinas, San German, San Juan, San Lorenzo, San Sebastian, Santa Isabel, Toa Alta, Toa Baja, Trujillo Alto, Utuado, Vega Alta, Vega Baja, Vieques, Villalba, Yabucoa, Yauco

**U.S. Virgin Islands:** St. Croix, St. John, St. Thomas

### 911 Services

The Public Safety and Homeland Security Bureau (PSHSB) learns the status of each Public Safety Answering Point (PSAP) through the filings of 911 Service Providers in DIRS, reporting to the FCC's Public Safety Support Center (PSSC), coordination with state 911 Administrators, and, if necessary, from individual PSAPs.

There are a total of 2 PSAPs affected in the reporting area:

- Operational without ALI or Automatic Numbering Information (ANI): 2 (both PSAPs in the U.S. Virgin Islands)

The two PSAPs in Puerto Rico (Centro de Guaynabo, PR and Centro de Hato Rey, PR) that appeared in yesterday's report are now fully functional.

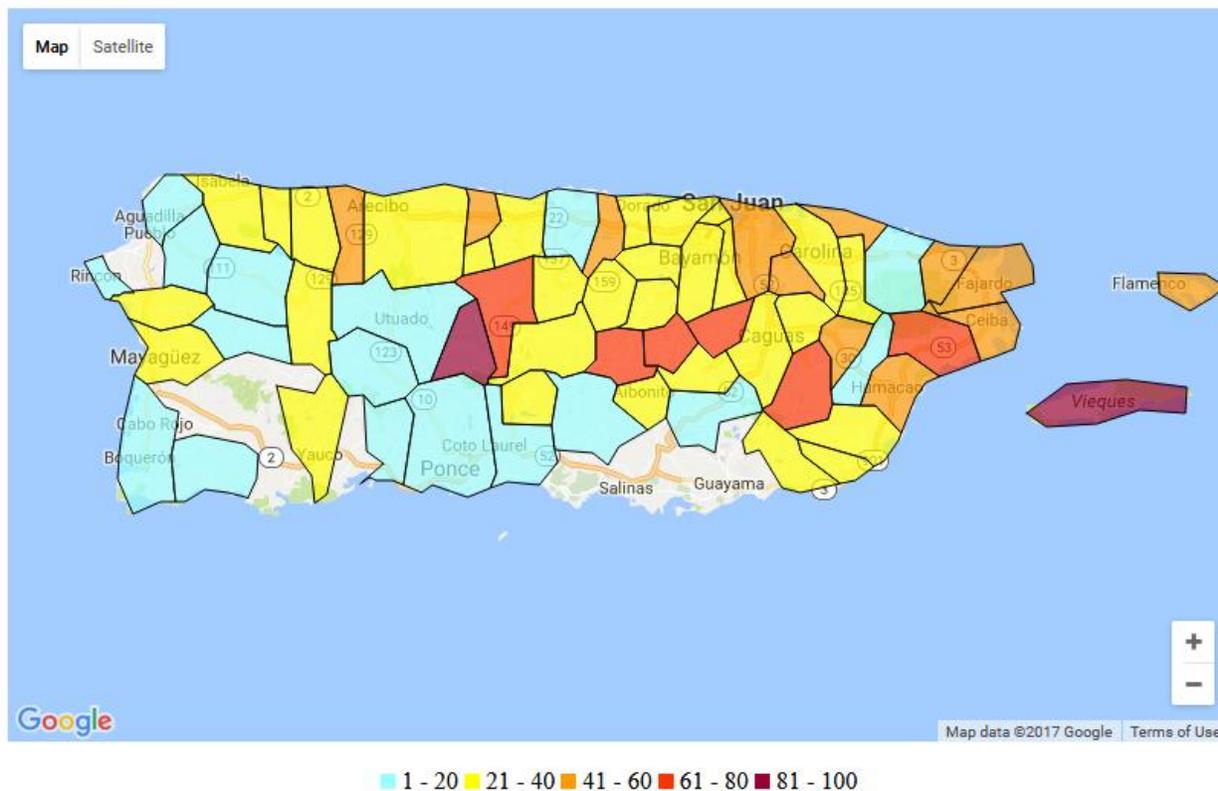
### Wireless Services

The following section describes the status of wireless communications services and restoration in the disaster area, including the percentage of cell sites out of service for each county.

The following map of the disaster area illustrates which counties in Puerto Rico are most affected:

## Percent Cell Sites Out-of-Service By County

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The following table provides the percentage of cell sites out of service by county. 31.1% cell sites are out of service (down from 38.9% yesterday) in the affected area. 29.3% of cell sites are out of service in Puerto Rico, and 60.7% of cell sites are out of service in the U.S. Virgin Islands.

50% or more of cell sites are out of service in the following counties:

- **Puerto Rico:** Aguas Buenas, Barceloneta, Barranquitas, Ceiba, Ciales, Comerio, Culebra, Fajardo, Hatillo, Jayuya, Juncos, Naguabo, San Lorenzo, and Vieques.
- **U.S. Virgin Islands:** St. John and St. Thomas



The information shown was provided by the signatories to the Wireless Resiliency Cooperative Framework and several additional companies that agreed to allow us to include its data in the aggregated data:

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
PR	AGUADILLA	34	2	5.9%
PR	AGUAS BUENAS	11	8	72.7%
PR	ARECIBO	43	11	25.6%
PR	BARCELONETA	15	9	60.0%
PR	BAYAMON	103	31	30.1%
PR	CAGUAS	67	19	28.4%
PR	CAMUY	11	3	27.3%
PR	CANOVANAS	20	6	30.0%
PR	CAROLINA	86	27	31.4%
PR	CATANO	14	3	21.4%
PR	CEIBA	8	4	50.0%
PR	COROZAL	12	3	25.0%
PR	CULEBRA	5	3	60.0%
PR	DORADO	28	8	28.6%
PR	FAJARDO	25	15	60.0%
PR	FLORIDA	4	1	25.0%
PR	GUAYNABO	66	23	34.8%
PR	GURABO	22	6	27.3%
PR	HATILLO	19	10	52.6%
PR	HUMACAO	29	13	44.8%
PR	ISABELA	20	6	30.0%

PR	JUNCOS	14	7	50.0%
PR	LAS PIEDRAS	12	1	8.3%
PR	LOIZA	7	3	42.9%
PR	LUQUILLO	9	4	44.4%
PR	MANATI	21	6	28.6%
PR	MAUNABO	8	2	25.0%
PR	MOROVIS	11	3	27.3%
PR	NAGUABO	16	10	62.5%
PR	NARANJITO	15	6	40.0%
PR	QUEBRADILLAS	13	3	23.1%
PR	RIO GRANDE	29	4	13.8%
PR	SAN JUAN	249	106	42.6%
PR	SAN LORENZO	13	8	61.5%
PR	TOA ALTA	30	8	26.7%
PR	TOA BAJA	41	10	24.4%
PR	TRUJILLO ALTO	31	15	48.4%
PR	VEGA ALTA	22	9	40.9%
PR	VEGA BAJA	25	5	20.0%
PR	VIEQUES	8	7	87.5%
PR	YABUCOA	17	4	23.5%
PR	ADJUNTAS	5	1	20.0%
PR	AGUADA	11	0	0.0%
PR	AIBONITO	13	3	23.1%
PR	ANASCO	9	3	33.3%

PR	ARROYO	6	0	0.0%
PR	BARRANQUITAS	8	5	62.5%
PR	CABO ROJO	34	4	11.8%
PR	CAYEY	26	1	3.8%
PR	CIALES	9	7	77.8%
PR	CIDRA	16	4	25.0%
PR	COAMO	11	2	18.2%
PR	COMERIO	13	8	61.5%
PR	GUANICA	9	0	0.0%
PR	GUAYAMA	16	0	0.0%
PR	GUAYANILLA	5	0	0.0%
PR	HORMIGUEROS	8	0	0.0%
PR	JAYUYA	4	4	100.0%
PR	JUANA DIAZ	21	2	9.5%
PR	LAJAS	11	1	9.1%
PR	LARES	6	2	33.3%
PR	LAS MARIAS	5	1	20.0%
PR	MARICAO	3	0	0.0%
PR	MAYAGUEZ	44	11	25.0%
PR	MOCA	9	1	11.1%
PR	OROCOVIS	8	3	37.5%
PR	PATILLAS	10	3	30.0%
PR	PENUELAS	12	1	8.3%
PR	PONCE	74	5	6.8%



PR	RINCON	10	1	10.0%
PR	SABANA GRANDE	7	0	0.0%
PR	SALINAS	23	0	0.0%
PR	SAN GERMAN	13	0	0.0%
PR	SAN SEBASTIAN	13	1	7.7%
PR	SANTA ISABEL	11	0	0.0%
PR	UTUADO	10	1	10.0%
PR	VILLALBA	4	1	25.0%
PR	YAUCO	13	3	23.1%
VI	ST. CROIX	40	11	27.5%
VI	ST. JOHN	10	9	90.0%
VI	ST. THOMAS	57	45	78.9%
<b>TOTAL</b>		<b>1,850</b>	<b>576</b>	<b>31.1%</b>

### Cable Systems and Wireline (Combined)

Since there are widespread power outages in Puerto Rico and the U.S. Virgin Islands, the FCC has received reports that large percentages of consumers are without either cable services or wireline service. Companies are actively working to restoring service.

### Broadcast

Radio stations reported out of service: WTJF-FM in the U.S. Virgin Islands is the only radio station that has reported being out of service.

6 TV stations have reported being out of service:

- **Puerto Rico:** WOST, WMEI, WQQZ and WWKQ
- **U.S. Virgin Islands:** WTJX-TV and W05AWD